

Scopes & Services:

Furtherance to the expiry of previous projects of EMAS & 24X7 Referral Transport Service, Emergency Medical Ambulance Services (108), Boat Ambulances , 24X7 Referral Transport Services (102) including 104 Health Helpline have been now integrated and operationalised under single IPTHHS (Integrated Patient Transport & Health Helpline Service) with effect from 10th November 2018. These services are accessible with a single toll free number “108” and Health Helpline with single toll free number “104”. All services are being managed through the existing centralized call center facility at 7th Floor , IDCO tower, Bhubaneswar.

I. Emergency Ambulance Service (108)

(A joint initiative of MoHFW, GOI & Government of Odisha under National Ambulance Service)

The Government of Odisha has initiated comprehensive pre-hospital emergency medical service with introduction of a fleet of ambulances to cover the entire State in a phased manner. *The aim is to provide Emergency Ambulance Service free of cost to the people of Odisha.* This facilitates an integrated and comprehensive emergency health care management in the State providing high-end ambulance transportation system from the doorstep of the patient to the appropriate care in a hospital. The purpose is to provide quality emergency care transport within the shortest possible time in an emergency, ensure delivery of quality emergency care across the chain of services with a proper emergency management system. This fleet comprises of both ‘Basic Life Support’ (BLS) and ‘Advance Life Support’ (ALS) ambulances.

The Emergency Medical Ambulance Service (EMAS) has been made operational in the state since 5th March, 2013. Currently, **624 EMAS ambulances** in the fleet comprising of **512 BLS (Basic Life Support)** and **112 ALS (Advanced Life Support) ambulances** covering all 30 districts have already benefitted **more than 38 lakh patients** of the state .

Salient features:

- *24x7 pre-hospital emergency ambulance services .
- *Uninterrupted functioning of round the clock centralized call center at IDCO Tower, Bhubaneswar to attend Emergency Response Service ensuring that no call is unattended.
- *Ambulances have been equipped with sophisticated emergency medical equipments.
- *Ambulances are being manned specially by trained Emergency Medical Technicians (EMT), helper & Driver. The EMT is being guided by the Doctors available round the clock through the call centre.

*Each Ambulance is staffed with a team of One EMT (Emergency Medical Technician), One Ambulance Care Assistant (Helper) & Driver .

Modus Operandi:

Government shall finance and own all capital assets under the project. However, the Agency shall provide necessary technical & managerial support including trained manpower and required software to implement and operate the emergency medical ambulance service in the manner set out by the department.

The responsibility of the agency shall include entire activities required to install and implement the service as per the agreed terms and conditions set out in the RFP.

II. Boat Ambulance Service

In a bid to provide transportation to sick and injured in the riverine areas of 4 districts namely Kendrapara, Kalahandi, Koraput and Malkangiri, the government has sanctioned 6 (six) Boat Ambulances out of State fund, as feeder services to both Emergency Medical Ambulance Services and Referral Transport Services. As of now, 6 Boat Ambulances have been operationalized in 4 districts of the state (Kendrapada: 2 ,Koraput: 1 ,Malkangiri:2 & Kalahandi:1) since 26th February 2019 in phases. As yet, about 200 patients have been transported by these Boat ambulances during emergency situations.

III. Referral Transport Service (Janani Express)

Referral Transport Ambulance Service (Janani Express) has been made operational in the State since 14th July 2014 with a purpose of providing free referral transport services to all pregnant women and sick infants seeking health care services at government health facilities. Currently, **500 ambulances** under this scheme are operational. As such, more than **33 lakh beneficiaries** have been benefited through this referral transport service system. Average response time of Referral transport ambulances is **28.16 Minutes (Target-35 Min)** .The Agency M/s ZHL is managing the service in the state at present.

IV.104 Health Help Line

104 Health Helpline with 10 seats was launched on 13th October 2015, **for making outgoing calls** for following-up with the sample beneficiaries who were registered under RCH for availing desired services in time and to verify the services provided by service providers (ANM and ASHA) by calling the high risk pregnant women on monthly basis and to those defaulters of services. Also, the health advices, facility related

information pertaining to hospitals, Blood Bank, Pharmacies, Diagnostic services etc. are being covered under this system.

Subsequently the ***incoming call facility*** has been introduced with effect from 15th November 2019 and that has been rendering information, advice and counseling support to the people on RMNCHA+ & related health schemes that are being implemented in the State. Also, the health advices, facility related information pertaining to hospitals, Blood Bank, Pharmacies, Diagnostic services etc. are being covered under this system.

Since the Covid-19 pandemic situation of March,2020, 104 Health Helpline has been functioning as the designated State level Health Helpline for COVID-19 to address all public queries, grievances and to disseminate the required information and to provide counseling support services relating to the Covid -19 situation of the state.

Achievements

I. Emergency Ambulance Service (108 & Boat Ambulance)

- ✓ **420 ambulances** were inducted in the fleet of OEMAS during 2013-14 (1st & 2nd phase).
- ✓ In order to improve the response time, reduce high cancellation calls, to cater adequate number of ambulances as per the current population, requirement for floating population in major urban areas, number of ambulance per Sq. Km coverage and geographical situation, Govt. of Odisha has sanctioned additional **92 BLS out of the State fund and inducted for augmentation of the fleet of 420 EMAS ambulances** during December 2017 to June 2018.
- ✓ **All 420 OEMAS ambulances** that were inducted in the fleet of OEMAS in the 1st & 2nd phase have been **replaced by new vehicles during 2019 -20.**
- ✓ **84 BLS ambulances** have been introduced in the fleet and flagged off by Hon'ble CM of Odisha (on 1st Jan,2021) to boost the reach and scale of emergency medical ambulance care in the state .
- ✓ In view of the pandemic situation of COVID 19, Govt. approved for procurement of **28 ALS ambulances out of MPLAD/CSR contribution** to facilitate transportation of COVID cases to higher centres for tertiary care. All 28 ALS ambulances have been flagged off by Hon'ble Chief Minister of Odisha on 14th April 2021 and inducted into the fleet.
- ✓ Another **28 BLS ambulances out of 140** sanctioned for the 15 districts covered in 2nd phase of OEMAS have been upgraded as ALS ambulances.

- ✓ Average response time of EMAS ambulances is **25.52 Minutes (Target-30 Min)**.
- ✓ **More than 38 lakh patients** of the state have been benefited by this Emergency Medical Ambulance Services.
- ✓ 6 Boat ambulances have been operationalised in phases in 4 identified districts (Kalahandi:1 , Koraput: 1 , Malakanagiri: 2 & Kendrapada: 2).
- ✓ In all, **630 EMAS ambulances (512 BLS + 112 ALS+6 Boat ambulances)** are now operational in the state (**Annexure**).

II. Referral Transport Service (Jananai Express)

- ✓ During the ongoing project period of IPTHHS (from Nov,2018 onwards), the service providers has replaced the fleet of Referral transport (500 Vehicles) with the newer and studier ones (**Annexure**).
- ✓ Average response time of Referral Transport ambulances is **28.16 (Target-35 Min)**.
- ✓ So far, more than **33 lakh people** have been benefited from the ambulance service.

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